

DRAFT

OPERATING PLAN
CHALET OPERATION
GLACIER NATIONAL PARK

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CHALET OPERATING PLAN
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I. INTRODUCTION

This Operating Plan between _____ (herein referred to as the "Concessioner") and Glacier National Park (herein referred to as the "Service") will serve as a supplement to the Concession Contract CCGLAC004 -05 referred to as the "Contract". It describes specific operating responsibilities of the Concessioner and the Service with regard to those lands and facilities within Glacier National Park, which are assigned to the Concessioner for the purposes authorized by the Contract.

In the event of any conflict between the terms of the CONTRACT and this Operating Plan, the terms of the CONTRACT, including its designations and amendments, shall prevail.

This plan will be reviewed annually by the Superintendent in consultation with the Concessioner and revised as determined necessary by the Superintendent of Glacier National Park.

Any revisions shall not be inconsistent with the main body of this CONTRACT. Any revisions must be reasonable and in furtherance of the purposes of the CONTRACT.

II. MANAGEMENT, ORGANIZATION, AND RESPONSIBILITIES

A. Concessioner

The Concessioner shall employ an on-site manager(s), who has the responsibility for carrying out the policies and directives of the Service as well as those of the Concessioner in the operation of the authorized concession facilities and services in Glacier National Park

B. National Park Service

The Superintendent is responsible for total park operations. The Chief, Concessions Management is the liaison between the concessioners and all other NPS divisions. All services, rates, menus, operating dates and hours, facility improvements and new construction will be reviewed by the Concessions Management staff, and approved by the Chief, Concessions Management.

III. SCOPE AND QUALITY OF SERVICES

A. General

The operation of accommodations, facilities, and services authorized by the Contract will conform to the evaluation standards set forth in Director Order #48, National Park Service Guideline 48 and with this Operating Plan.

1. Reservations Office and Staffing

An easily accessible reservations office with regularly scheduled hours shall be maintained outside the park as a point of contact for park visitors wishing to stay at the chalet. Reservations service will be provided by a reservation center reachable by telephone, facsimile or through the computer Internet. For reservations problems or contact during the season an office will be located in (nearby community) and will be reachable by telephone at (406)_____. The concessioner will also provide an 800 number. The office shall be staffed with a minimum of one person during normal office hours. Office hours will be 9:00 am to 6:00 pm daily from mid-May through mid-September. Shorter hours must be approved by the Superintendent in advance.

2. Reservations

The Concessioner shall maintain a reservation system which accepts reservations by phone, mail and internet on a year round basis. Staff will be familiar with and fully trained in visitor service and knowledge about Glacier National Park and the surrounding area.

Tour groups shall not be booked on regularly scheduled basis so as to routinely deny service to small parties. Commercial groups shall not reserve more than 50 percent of the available guest spaces five days per week. Commercial groups may reserve 100 percent of the guest accommodations not to exceed two days per week, excluding Friday and Saturday nights. Exceptions to this may be made on a case by case basis with the approval of the Superintendent.

Accommodations unless otherwise specified by agreement with the Service will be private. "Private" for these purposes will mean that separate parties (those that do not know each other and/or are not traveling with each other) will not be asked to share rooms for overnight accommodation.

Deposit or Cancellation policies will be explained to guests at the time a reservation is made and followed up with a copy of the written cancellation policy. A _____ deposit is required to hold a reservation. Cancellations received up to _____ days prior to the first night lodging will be refunded in full. Cancellations received between _____ and _____ days prior will forfeit their deposit. Full payment is required _____ days prior. Changes to the policies must be approved by the National Park Service prior to implementation.

3. Guest Information

An information handout will be developed by the Concessioner, approved by the Superintendent, and provided to all guests prior to arrival. Handout will include information for guests about what they need to bring with them for their comfort and safety (depending on which chalet: rain gear, comfortable hiking shoes, water for trail, flashlight, sleeping bags, food, food preparation gear, water, etc) and pertinent information about trails, resource concerns and safety messages. At Granite Park Chalet hiker shelter, self-sufficiency will be stressed to all potential guests. Guests should be informed that trailhead parking is limited and encouraged to use public transportation. Guests will be informed that any items or garbage brought in by them should be packed out of the chalet by them.

Guests will be greeted by the Concessioner's on-site personnel who will check guests into their rooms, explain the ground rules for use of the facilities, and inform guests as to what is available.

Arrangements may be made with the authorized horse concessioner to transport guest backpacks from the Lake McDonald Stables, if available. Availability of these services and fees would need to be discussed with the concessioner. Private stock is not permitted to overnight at the chalets.

If the concessioner opts to arrange delivery of guests' personal gear by foot or stock, any additional fees for the service must be approved in advance by the Superintendent.

4. Transportation

A transportation or shuttle service to and from trailheads to access the chalets may be provided to guests staying overnight at the Chalets. No other persons shall be transported within Glacier National Park. Vehicles owned by the Concessioner and used to provide the shuttle service may

qualify for a sticker, which allows for entrance of staff members into Glacier National Park without charge. All visitors shall be required to pay an entrance fee upon entering the park. The concession employee driving the vehicle into the park is responsible for gathering individual entrance fees or documentation of prior payment to present to the ranger at the entrance gate and, therefore, minimize the amount of time stopped at entrance gates.

The Concessioner shall ensure that all vehicles used for transportation within Glacier National Park, in support of this concession operation, are maintained in good mechanical condition, are safe to operate, and meet all State and Federal requirements. Drivers must obtain appropriate licenses for transportation of guests as required by the State of Montana.

5. Communications

The Concessioner will maintain communications with the Glacier National Park communications center for emergencies and with their base operation for daily reservation information, resupply, etc, by use of a cellular phone. The phone will provide 24 hour contact with the manager or backup personnel. Battery powered or solar powered radios or cellular phones are acceptable. The cellular phone should have a direct feed from a battery (not a slow trickle feed) to be effective. Mounting of solar panels for battery recharging must be approved by the Superintendent prior to installation.

6. Standard Operating Procedures

Standard procedures should be worked out ahead of time and reviewed by the Superintendent to allow consistent, common sense approaches to things like, hikers arriving without reservations when the chalet is full, injured or sick guests that cannot hike out when chalet is full the next night, etc.

7. Furnishings and Decor

The Concessioner will ensure that all accouterments and furnishings at Sperry Chalet and dining room furnishings at Granite Park Chalet reflect the historic character and ambiance of early (1920s) chalet experience. Furnishings, although conforming to modern standards for comfort, should reflect this period. Furnishings should also be in good repair and condition. Bed covers, curtains, wall decorations, and other elements that combine to create the general ambiance of the facilities should also reflect this period.

Many of the government assigned furnishing need to be repaired or replaced by the Concessioner. The Concessioner will be required to replace furniture that is in poor condition or provide furniture adequate to provide for guest comfort by the end of the second year of the Contract. The Concessioner will be required to consult with the Service before selecting replacement furnishings. Furnishings replaced by the concessioner at their expense will be the property of the concessioner. Surplus government owned furnishings and equipment will be transported to headquarters at the concessioner's expense and returned to the government for disposition.

B. Equipment Maintenance and Storage

All tools and other equipment shall be clean, well maintained, and stored in an uncluttered manner. During the off-season, all concession tools, equipment, trash containers, etc., shall be stored as designated by the Superintendent.

C. Garbage

Assigned areas must be maintained in a safe, sanitary, and clean condition. Litter shall be collected and garbage stored in rodent and bear proof areas. Garbage shall be packed off of the mountain by the Concessioner on a regular basis (approximately once per week as needed) and removed from the park.

D. Overnight Accommodations

1. Capacity

By agreement with the State of Montana, until systems are upgraded to allow for full service, no more than 40 people will be allowed to overnight in the Granite Park Chalet facilities. One of the spaces will be occupied by the Service utilities operator in the utilities building. At least one space will be occupied by the Concessioner. At most this leaves 38 spaces available for guest use.

Sperry Chalet has traditionally housed up to 42 guests. The Service utilities operator will be housed in the remodeled restroom/utilities building.

Concession employees will be housed within the existing facilities at the chalets.

2. Accommodation Availability

The Concessioner is responsible to ensure that accommodations are made available to guests within a reasonable period. Check-out time is 11:00 a.m. and check-in time is 1:00 p.m. Guests should not be required to wait in excess of 2 hours from the established check-out time for the facility and the availability should never be later than 4:00 p.m.

3. Environment

The Concessioner must ensure that all rooms are well ventilated and free of offensive odors as well as insects and rodents or evidence thereof. Doors and windows, including screens, are to be sufficiently tight to deter the entry of rodents and insects.

Cleaning procedures will incorporate protection for employees from exposure to hanta virus.

4. Bedding and Bed Condition

The Concessioner is responsible for ensuring that mattresses are clean, odorless, non-sagging, free of lumps, comfortable, and sized to fit the bed frame or springs. Bed frames will be repaired or kept in a condition that provides comfortable sleeping accommodation. At Granite Park Chalet as a hiker shelter, self-sufficiency must be stressed to all potential guests so they are informed what they need to bring with them for their comfort (sleeping bags, flashlight, food, food preparation gear, water, etc). Bedding, towels, and other linens that are provided for guest use must be clean and in good condition.

5. Window Coverings

The Concessioner is responsible to ensure that all window coverings, including draperies, blinds or shades are cleanable and designed to provide for the guest's privacy. Window coverings must be maintained in a clean condition, free of dust, stains, tears, and present a good appearance.

6. Floors, Walls, Ceilings, and Windows

The Concessioner shall ensure that floors and floor coverings are clean and free of tears and litter.

Walls, ceilings, and windows must be clean and well maintained.

7. Fire Protection

Battery powered smoke detectors will be located in each guestroom at Granite. Fire extinguishers will be located in the kitchen and strategically throughout the facilities. Detectors and extinguishers will be maintained by the Concessioner. As replacements are necessary, this will be the responsibility of the Concessioner.

E. Kitchen and Public Areas

1. Public Access

Non-guests of the chalet will be allowed access to the public dining rooms. They should be informed of the "pack-it in, pack-it out" policy on refuse.

2. Library

A comprehensive library will be maintained at the Chalets to provide guests information regarding history of the chalets, the Great Northern Railroad, and other topics pertinent to the chalet area.

3. Limited Retail Sales

Commercially packaged snacks (such as candy bars), commercially packaged meals (such as freeze dried backpacker meals), and limited first-aid items may be sold to guests by the Concessioner. Items offered for sale must be approved in advance by the Superintendent. Alcoholic beverages will not be permitted in the dining rooms.

4. Food Preparation

At Granite Park Chalet, no food and beverage service will be provided or prepared by the Concessioner for guests. Guests will be allowed to use the propane stoves and designated food preparation area for preparing their own meals and will be expected to leave the area clean. Individual cook stoves will not be permitted. Cooking will be limited to the kitchen area. No food preparation, smoking, open flame lanterns, or candles will be allowed in guest rooms. The Concessioner shall oversee the food preparation area, making sure guests use stoves in an appropriate manner, clean up after themselves with appropriately filtered water (if used), and limit water use to the appropriate amount. Use of the kitchen and public area will be limited to specific hours when the Concessioner can oversee operations. These hours will be: Breakfast -- _____ a.m., Lunch -- _____ p.m., Dinner -- _____ p.m.

Full meal services for overnight guests and ala carte food services for day users will be provided at Sperry Chalet. Meal services will consist of _____.

5. Water Usage

Until the water and waste disposal systems are improved at Granite Park the water system will not be turned on. Under agreement with the State of Montana, no more than 100 gallons of waste water will be introduced to the system per day. This includes all waste water from employee personal hygiene, preparation of employee meals, and kitchen and facilities clean up.

There is no potable water on site. Water should be collected from the water intake utilizing the existing trail for access or packed in by stock. Filtration and boiling will be necessary for water

collected on site. To be considered safe the water must be boiled at a full boil for no less than 8 minutes.

Water will be provided by the Concessioner only for the purposes of kitchen cleanup, not food preparation and consumption. Guests are expected to bring in their own sleeping bags, gear, food, water for drinking, water filters (optional), and cooking dishes and utensils.

Disposal of waste water will be monitored by the Concessioner to limit quantity to no more than 100 gallons per day.

At Sperry Chalet, a water and water disposal system will be available for use by the Concessioner and the public. However, water supply at both chalets is dependent of nearby streams and snow melt. It is critical that water conservation measures be taken to ensure sufficient supply is available throughout the season, particularly in drier years.

The long term plan for Granite Park Chalet is to install a potable water system and make improvements to the composting toilet facilities. Funding is not available at this time to implement. Should funding become available, construction activities will be coordinated with the concessioner to avoid any disruption in service during the visitor season.

6. Heating and Cooking Fuel

The Concessioner will supply all propane and approved and certified propane canisters used to supply the cooking stoves, employee refrigerator, and public area lights. Wood for the wood stove will be provided by the Concessioner. Wood will not be collected in the park unless the Concessioner is directed to use dead and downed wood available in the area. Limited paper garbage may be burned in the wood stove. Ashes must be removed from the park.

7. Housekeeping

The Concessioner shall ensure that the kitchen and dining areas are well ventilated, free of litter and unpleasant odors, clean, attractively decorated, and illuminated. Routine maintenance will be the Concessioner's responsibility (see Maintenance Plan for further details). Cleaning products used in the operation will be environmentally friendly products where possible.

8. First Aid Kits

The Concessioner shall maintain a first aid kit in the kitchen area of each chalet. The kit will contain items useable in providing emergency first response. A list of example first aid items is included in Exhibit No 5 of this Operating Plan.

9. Toilet Facilities

The toilet facilities will be available to all guests and day users in the area.

F. Employee Laundry and Supplies

At Granite Park Chalet, no washing of personal laundry will be permitted on site unless it can be shown that the waste water is disposed of appropriately, will not exceed the 100 gallon per day limit, and will not impact the guest's use of the facilities. All guest linens will be laundered outside the park.

At Sperry Chalet all laundry will be laundered outside the park.

Packing of supplies (such as propane, cleaning supplies, food for employees and guests) and laundry will be the responsibility of the Concessioner.

No helicopter supply will be permitted.

IV. OPERATIONAL

A. Forms of Payment

The Concessioner shall accept the following as payment for all services and merchandise:

- U.S. Currency
- Cashier's Checks and traveler's checks with proper identification
- Personal checks
- VISA, MasterCard and American Express credit cards

B. Season, Hours of Operation, Rates, and Advertisements

The following information shall be submitted to the Superintendent for approval and listed in exhibits to this Operating Plan. The concessioner will submit dates and hours of operation to the NPS for approval by January 15 each year. During a normal year the operating season is expected to be July 1 closing after breakfast on the second Sunday in September. Reduction of this operating season requires prior approval of the Superintendent. Actual chalet opening and closing dates may be influenced by weather patterns, snowloads, and trail conditions.

The Superintendent shall be notified of any proposed changes to the office operating dates and hours by February 1 each year. Changes that reduce hours will not be made until approved by the Superintendent.

The objective of the NPS rate approval program is to assure that concessioner rates are comparable to similar services and facilities provided by the private sector. Rates will be approved or disapproved based on current comparability studies or applicable guidelines. Rates for all goods and services must have prior written approval by the NPS. The concessioner may recommend the selection of comparable businesses. The concessioner will submit requests for rate increases to the NPS for approval. Requests for major rate approval actions require at least four weeks for official NPS review and response. Requests for rate changes that are not significant will require less time. The concessioner will provide detailed information necessary to enable the NPS to assess rates, i.e., portion sizes, type of service, menus, etc. Rate schedules will list a maximum rate and a minimum service and must also be approved by the Superintendent. Rates and schedules shall be prominently posted in the sales area (point of purchase). Rate proposals will be submitted to the Superintendent by February 1.

All promotional material produced by the concessioner (including computer Web-sites) will be submitted to the NPS for approval prior to distribution to the public. All out of park advertising including the Internet, radio ads, billboards, magazines, etc. will also be approved by the NPS. All interpretive material and park information will be kept current and accurate. All such publications must include a statement that the Concessioner "... is an authorized Concessioner of the National Park Service, Department of the Interior, to serve the public in Glacier National Park." Brochure changes should be submitted for review by March 1. Supply of brochures will be provided to the park for distribution by May 1.

V. EMPLOYEES AND EMPLOYMENT

A. Employee Performance

A general employee orientation and training will be provided by the concessioner. Employees will be informed of regulations and requirements affecting their employment and activities while residing and working in the park. They shall be sufficiently trained to describe attractions and comment on resources of the area. All site management employees shall have knowledge of, or experience in, chalet operations, resource interpretation, standard first aid and CPR, "Leave no Trace" ethics, terrain, and Service regulations pertaining to the operation. They should have knowledge of the park's Bear Management Plan and backcountry regulations. All employees dealing with the general public will be neat and clean, and wear an accurate name tag, or uniform identifying the concessioner and the employee.

B. Employee Attitude

Each employee is to project a hospitable, friendly, helpful, positive attitude, and be capable of and willing to answer visitors' questions (about both job and general park information).

C. Training Requirements

An active, ongoing training program to train all concession employees in the proper chalet operations must be provided. Adequate job specific training, applicable to each employee, will be provided prior to working with the public. These sessions shall stress work performance and also include product and service presentation, Standard First Aid and CPR, cleanliness, sanitation and food code regulations, employee attitudes, and Service philosophy and policy.

1. First Aid and CPR

A minimum of one Concession employee at each of the chalets at all times must have current certification in American Red Cross Standard First Aid and CPR. A copy of certification for employees must be on file with the Concessioner prior to the opening of the Chalet and produced for review by the National Park Service on request.

2. Bear Management Training

All new concession employees that will be located at the chalets must attend the Service Bear Management Orientation Training. Returning employees must attend the training at least once every three years.

3. Park Orientation Program

All new concession employees are required to attend a "National Park Service Park Orientation Program". All other employees are encouraged to attend. The Concessions Management Office will coordinate the dates and times for this training with the Concessioner.

4. Interpretive Training

The Concessioner is required to have employees provide interpretation of park resources as part of the service to the public. This could include interpretive day hikes around the chalet area and/or evening programs for chalet guests. Staff that will be conducting programs will be required to have training on interpretive content, techniques and standards to assure park themes are addressed, accuracy is ensured and program development and delivery standards are met. The ability to speak clearly, possess good eye contact with the visitor, project good voice volume, and stimulate questions and/or comments from visitors should be encouraged.

If interpretive day hikes are provided, the limits prescribed in the Commercial Services Plan

would apply. These include a maximum party size of 12 on most trails and a limit of one trip per day on each trail in the backcountry zone. No off trail guided would be permitted. These day hikes would only be authorized for the trails in the immediate vicinity of the chalet for guests during their stay. Proposals for specific hikes and rates that would be charged require advance approval by the Superintendent. Staff providing these day hikes will be required to have current certification in American Red Cross Standard First Aid and CPR (or the equivalent) and training in Leave No Trace ethics.

5. Additional Training

The Concessioner will develop and present a curriculum that trains employees on all aspects of customer service, safety, and Glacier National Park. This program will specifically include:

- (1) an annual formal training session on all subjects associated with the service involved and followed up by on-site training by the manager;
- (2) training to handle sudden weather changes and recognition of and treatment for hypothermia;
- (3) a comprehensive session on mountain safety to help employees understand the dangers of the environment and reduce accidents during employees' free time. This will include training in basic backcountry emergency care;
- (4) training to recognize and tactfully work with guests so that water is filtered and boiled properly and does not contaminate the common work area for others. An approach to educate and gain cooperation rather than penalize the guest will be used;
- (5) training on how to interact with animals in the backcountry; and
- (6) training on the natural history, geology, climatology, botany, history, flora, and fauna of Glacier National Park and the surrounding area.

D. Staffing

The concessioner will hire and maintain staffing levels to provide satisfactory service.

E. Employment of Service Personnel/Spouse/Minor Children

The Concessioner will not employ in any status a Service employee, their spouse, or their minor children without prior written approval of the Superintendent.

F. Workforce Diversity

The Service is interested in having its concession operations reflect, through its employees, the cultural and ethnic diversity of the area in which they operate and of the nation as a whole. The Service believes that a varied and diverse concession work force will better serve the increasingly varied and diverse clientele that uses the Nation's national park areas. A participation program for minority and women employees that advances these goals is very desirable. Glacier National Park has a common boundary with the Blackfeet Indian Reservation and is in close proximity with other Indian Tribal lands. Glacier National Park is particularly interested in having the Concessioner provide employment opportunities to reflect the diversity within the area.

The Concessioner will (To be completed with details from successful offeror's offer)

VI. EVALUATIONS

In accordance with the Contract, the Service has the right to enter and inspect assigned concession facilities. Required and authorized visitor services and products must meet or exceed the hospitality industry standards and the NPS concession evaluation program. The Concessioner or a representative will be available for all formal inspections and will be provided a copy of the evaluation results. The Concessioner will correct all deficiencies noted in the inspections within the time frames given.

1. The NPS and the concessioner will inspect and monitor concession facilities and services. NPS evaluations will include:
 - Public Health
 - Operational Performance to ensure that satisfactory services are provided, ensure that employee living and working conditions are satisfactory, and ensure that buildings and equipment are well maintained.
 - Risk Management Program
 - Environmental Management Program
 - Contract Compliance
2. The concessioner will ensure that requirements are adhered to with respect to applicable standards, authorized rates, safety and public health.
3. The concessioner will ensure that impacts to cultural and natural resources are minimized.
4. The NPS will complete a Concessioner Annual Overall Rating. The Concessioner will review, sign and return the Annual Overall Rating within two weeks of receipt.
5. The NPS will conduct periodic environmental audits of the Concessioner. The environmental audits will be conducted in accordance with the Concession Environmental Audit Program Operating Guide. The Concessioner is responsible for addressing all environmental issues identified (i.e. implementing corrective actions to address audit findings).

VII. COMPLAINTS

Throughout the normal operating season, corrective actions will be taken in response to any complaints received. The Service and the Concessioner shall each promptly answer all written complaints, within 10 days, and provide each other with copies of their correspondence. The Service is required to investigate all complaints and the Concessioner will cooperate with these investigations to determine what happened and why.

In order to initiate valid and responsive visitor comments, the following notice will be prominently posted at all Concessioner cash registers or points of purchase.

This service is operated by (Name of Concessioner), a Concessioner under contract with the U.S. Government and administered by the National Park Service. The Concessioner is responsible for conducting these operations in a satisfactory manner. Services and prices are approved by the National Park Service.
Please address comments to:

Superintendent
Glacier National Park
West Glacier, Montana 59936

VIII. DATA

In order for park managers to keep in touch with the operation, monitor visitor use, and detect visitor trends, certain data are required on a monthly, semi-annual, or annual basis. Specific information needed is listed below (forms to be copied and used to transmit this data are contained in Attachments 2, 3, and 4 to this Operating Plan):

A. Visitor Use Data

DUE DATES: Monthly, by the 15th day of the month for the preceding month. (See Attachment No. 2)

B. Accident Data

DUE DATES: To be summarized on a monthly basis and submitted in writing to the Superintendent by the 15th day of the month for the preceding month if accidents have occurred. If no accidents have occurred, a telephone call to the Concessions Office so stating will fulfill this reporting requirement.

C. Reduced Rates for Government Employees on Official Business

DUE DATES: Annually by September 30. The Concessioner is required to provide to the Superintendent a listing of all government employees granted reduced rates and the services provided. The Superintendent will review the list and compare it to information available regarding official visitors and government employees authorized to receive reduced rates. (See Attachment No. 5 - reference NPS 48, Chapter 30)

Government employees on official business and others (not family members) on park-related business, as designated by the Superintendent will receive reduced rates for lodging and transportation. Reduced rates are not applicable under any circumstances for food or merchandise.

Reduced rates for government employees and others on official business, will be part of the approved rate schedule and will not exceed allowable per diem. Goods and services may not be provided to government employees or their families without charge or at reduced rates except within the provisions described above or as available to the general public.

IX. ENVIRONMENTAL MANAGEMENT PROGRAM

An Environmental Management Plan shall be developed and implemented by the Concessioner within the first year of the contract. The Plan will be reviewed annually by the NPS and the Concessioner and updated as needed.

It is the responsibility of the Concessioner to protect, conserve, and preserve resources of the park area, comply with all Applicable Laws and incorporate Best Management Practices (BMP) pertaining to the protection of human health and the environment as outlined in the Contract. In addition to the environment management requirements described in other sections of this Operating Plan (e.g., Sanitation, Risk Management) the Concessioner shall meet the following additional requirements.

A. Hazardous Materials Management

The concessioner shall submit to the park, at least annually, an inventory of Occupational Safety and Health Administration (OSHA) hazardous chemicals stored in the park.

The concessioner shall develop and implement an NPS-approved documented standard operating procedure for the handling and storage of hazardous chemicals in the park.

DOT or other approved containers shall be used for the storage of propane.

Secondary containment shall be provided for the transport of fuel and other hazardous chemicals

(e.g. bleach) in vehicles and the storage of these materials. Propane and other compressed gas cylinders shall be secured during transport, storage and use.

B. Waste Management

1. Waste Stream Inventory

The concessioner shall submit to the park, at least annually, an inventory of waste streams generated by the concessioner at the chalets. The inventory should address solid waste, hazardous and miscellaneous waste and wastewater discharges.

2. Solid Waste Management

The concessioner shall develop and implement an NPS approved documented standard operating procedure for solid waste handling and disposal in the park.

All solid waste generated by the concessioner shall be packed out of the park and properly disposed of at an authorized solid waste disposal facility.

The concessioner will develop and implement a solid waste recycling program for solid waste generated at the chalets. Materials to be recycled include but may not be limited to glass, aluminum, and plastic.

C. Environmental Purchasing

Where feasible and appropriate, the concessioner shall implement a green procurement program (e.g., purchase and use of environmentally preferable products and equipment that contain the least hazardous materials and are less toxic, are the most biodegradable, are made with recycled content, have less packaging, are less polluting, energy efficient, etc.). These may include items such as paper and plastic products with recycled content. Propylene glycol antifreeze engine coolant shall be used in concessioner vehicles operating in the park.

D. Emergency Response

The concessioner shall immediately notify the park of any discharge, release or threatened release occurring as the result of the concessioner operations.

The concessioner shall develop and implement a documented NPS-approved procedure for emergency response for releases of hazardous substances within the park resulting from their activities (e.g., leaks of vehicle fluids, etc.). The level of response shall, at a minimum, be defensive first response, to contain the release and keep it from spreading, and initial cleanup for incidental releases. Further cleanup and restoration of incidental spills and cleanup of non-incidental spills shall be determined and directed by the Service. Concessioner personnel will be trained on the emergency response procedures.

E. Resource Protection

1. Restoration: The concessioner shall provide for restoration of any resource damage by its operation. Restoration measures shall be determined by the Service.

2. Cultural Resource Protection: Any harm or alteration of natural, paleontological, historic or archaeological objects or structures is prohibited.

X. RISK MANAGEMENT (SAFETY)PROGRAM

A. Risk Management (Safety) Program

The concessioner is responsible for providing a safe and healthful environment for its employees and visitors as outlined in the contract. The concessioner will develop a Risk Management Program that will be approved by the NPS in accordance with the Occupational Safety and Health Act (OSHA) and NPS guidelines. The Program will be reviewed annually by the NPS. The program will include the following components:

1. Management's Policy Statement, Duties, Employee's Responsibilities, and Administration
2. Inspection and Abatement
3. Accident Investigation and Reporting
4. Safety/Health Committee
5. Training
6. Emergency Procedures
7. Hazardous Waste Minimization and Disposal

The program will be reviewed and approved annually by the Superintendent. The Concessioner will be evaluated on implementation and compliance with the documented program at the end of each season.

B. Accident Reporting

The Concessioner must report all accidents/incidents involving employees or guests to park headquarters as soon as possible but in no case later than 24 hours. A park ranger will investigate all visitor-related accidents and all employee accidents requiring attention.

An annual summary listing injury/accident types and employees lost days shall be provided to the park superintendent for analysis. The summary may include additional information as required by the superintendent. The summary will compare the present year to the same data from the previous year. This report is due by November 15 each year.

C. Fire Inspections

Concession personnel responsible for making fire inspections shall be made known to the Service and shall accompany the Service representative on all fire inspections.

D. Emergency Communication

A Service employee will be on site and may be able to provide radio communication with the Glacier National Park Communication Center during emergencies. The Concessioner is required to have a working means of communication (either radio or cellular phone) with their home base and the Glacier National Park Communication Center as a back up measure and to facilitate routine operations.

E. Lighting in Guest and Employee Sleeping Rooms

Unless otherwise provided by the Concessioner in his offer, guests will be expected to bring their own flashlights. A stockpile of emergency flashlights and batteries should be maintained by the Concessioner to prevent use of candles or other flammable lighting apparatus by guests.

XI. SECURITY AND PROTECTION

A. Law Enforcement/Internal Security

1. National Park Service

The Service will respond to law enforcement situations in concession facilities and grounds with available manpower.

2. Concessioner

The Concessioner is responsible for seeing that proper management control is exercised over employees so that the need to involve Service staff is minimized. The Concessioner is responsible for seeing that internal security measures are taken to minimize the potential for loss. The Concessioner will brief their managers on their responsibility to immediately report to the Service, any and all incidents where a law or regulation may have been violated. The Concessioner will comply with 36 CFR 2.2, Lost and Found Property, regarding the collection and distribution of lost and found property.

The Concessioner shall provide, prominently mount, and maintain first aid kits at both chalets.

B. Fire Prevention and Suppression

1. National Park Service

The Service is responsible for fire suppression activities, as well as monitoring where appropriate, for all fires on lands within the boundary of Glacier National Park. Response to wildland fire situations will be in accordance with the current Wildland Fire Management Plan. The Service may conduct spot inspections of facilities operated by the Concessioner to evaluate the Concessioner's fire prevention portion of the Risk management (Safety) Program. The Service will respond to fire situations in concession facilities or grounds with available manpower and fire suppression apparatus.

In the event evacuation of the chalets becomes necessary due to a wildland fire event and crews are stationed at the chalets to protect the chalet structures, no lodging rent will be charged. Also during pre or post season or during other emergencies such as bear closures, etc the Concessioner will assist NPS in accommodating personnel as they can. If government employees are lodged at the chalets for the government's convenience, the Concessioner will be reimbursed for lodging expenses not to exceed the approved reduced rate for government employees (adjusted to reflect the services received.)

2. Concessioner

The Concessioner is responsible for implementing a fire prevention program and for maintaining all operations and facilities in a manner that minimizes the risk of fire. The Concessioner shall be required to maintain smoke detectors in each room of Granite Park Chalet. Sperry Chalet has hard wired detectors. Fire extinguishers must be mounted in locations as determined by the Service fire inspector. All facilities will conform to the applicable National Fire Protection Association (NFPA) Codes unless specific variance is granted by the Service. The Concessioner shall train and equip personnel for initial attack fire suppression to facilitate the evacuation of guests.

The concessioner will do the following:

Ensure fire extinguishers are tested and maintained in accordance with National Fire Protection standards. The adopted standard is National Fire Protection Association (NFPA 10) standard for

Portable Fire Extinguishers, 1998 edition.

Test and maintain existing fire alarm systems in accordance with National Fire Protection standards. The adopted standard is NFPA 72 National Fire Alarm Code, 1999 edition.

Comply with NFPA codes and standards and the requirements of DO-58.

Conduct building inspections and maintenance of detection and alarm systems.

Effective _____, **200**_____

By: _____
Superintendent, Glacier National Park

Received By: _____
[insert Concession official here]

2005 RATE SCHEDULE

<u>Concessioner</u>	<u>Accommodations and Food Service</u>
<u>GLACIER NP INTERMOUNTAIN REGION</u> Park REGION	<u>GRANITE PARK AND SPERRY CHALETs</u> Location
<u>Description</u>	<u>Approved Rate</u>
Granite Park -	
Adult - per person per night	\$ 66.00
Child under 12 -per person per night	66.00
Optional linen service per person per night	10.00
Sperry -	
	\$155 for first person per night, \$100 per person for each additional person in the same room. Rate per person includes breakfast, lunch and dinner.
Government Employees on Official Business	\$ 99 for Sperry including meals \$ 64 for Granite Park for Lodging

THESE RATES WILL REMAIN IN EFFECT UNTIL SPECIFIC CHANGES ARE APPROVED IN WRITING BY THE SUPERINTENDENT.

From: Concessioner

To: Concessions Management Office
Glacier National Park

Subject: Monthly Visitor Use Report

In compliance with our Operating Plan, the following data is provided for the month of _____.

Month/year

MONTHLY VISITOR USE REPORT

SPERRY CHALET

Rooms _____

No. of guests _____

Total No. of Payroll Employees: _____

(End of the Month)

GRANITE PARK CHALET

Rooms _____

No. of guests _____

Total No. of Payroll Employees: _____

(End of the Month)

Signed: _____

Date: _____

From: Concessioner
To: Concessions Management Office
Glacier National Park
Subject: Monthly Accident Report

In compliance with our Operating Plan, the following data is provided for the month of _____.
Month/year

MONTHLY ACCIDENT REPORT

No. of Guest Accidents:

No. of Employee Accidents:

Comments and recommendations as a result of Concessioner's investigation:

Signed: _____

Date: _____

REPORTING HUMAN ILLNESSES

The following information should be acquired and promptly telephoned to the park Concessions Office, at 888-7909.

Ill Persons Name: _____

Address: _____

Phone Number: _____

Person's opinion as to what caused the illness:

What are the symptoms? (nausea, vomiting, diarrhea, fever, etc)

Do you know others that are ill?

Names?

How many?

What time did the illness come on?

In Cases of gastrointestinal symptoms, obtain times and places that foods, beverages, or water were consumed and a description of specifically what was consumed.

Times and places visited inside the park?

Times and places visited outside the park?

From: Concessioner

To: Concessions Management Office
Glacier National Park

Subject: Reduced Rates to Government Employees on Official Business

The following information relative to reduced rates is provided in compliance with our Operating Plan, for the period of to .

Date of Service Provided	Govt. Employee (s) Name/Agency	Service Provided
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Signed

Date

EXAMPLE FIRST AID KIT SUPPLIES

Resuscitation kit (mouth mask for protection from communicable disease)

Ice packs

S.A.M. Splint

Gauze pads (4 large - 4 small)

Glucose (liquid glucose)

Large and small bandaids

Betadine swabs

Saline or sterile water for cleaning wounds and flushing eyes

Elastic wrap bandage

2 large triangular bandage (sling)

2 pairs rubber surgical gloves

1 roll white medical tape

Scissors, EMT

Tweezers

GLACIER NATIONAL PARK
PRIMARY INTERPRETIVE THEMES

- I. Past and present geological processes create the dramatic scenery easily seen at Glacier National Park.
- II. Glacier National Park offers a primitive wilderness experience complete with the risks and rewards of encountering nature on its own terms.
- III. Waterton/Glacier is the world's first International Peace Park and commemorates lasting peace among Canada, the United States and other nations of the world.
- IV. American Indians, especially the Blackfeet, Salish and Kootenai Tribes, have rich past and present relationships with Glacier National Park.
- V. Glacier National Park is the core of a largely intact ecosystem called "Crown of the Continent."
 - A vital contribution that Glacier makes to the ecosystem is as a corridor through which plants and animals can move physically and genetically.
 - The health and sustainability of this ecosystem ultimately depends on the cooperation and commitment of us all.
- VI. The historic structures, roads and trails of Glacier National Park represent the high value that has been placed on experiencing this park and are products of the development philosophy that predominated during the last century.
- VII. Glacier's landforms, geographic location and climate create conditions that support exceptional biological diversity.
 - Arctic, Pacific Northwest, boreal, prairie and Rocky Mountain plants are all found within Glacier
 - Glacier is one of the few areas in the world where all native predators and most of their prey survive in the wild.